GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Department of GV/WV & VS/WS – Jagananna Suraksha Programme – Speedy Resolution of Certificates/ Documents related issues duly conducting Camps at Grama / Ward Secretariats by the Mandal / ULB Level Officers – Certain Guidelines – Orders – Issued.

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DEPARTMENT OF GRAM VOLUNTEERS / WARD VOLUNTEERS & VILLAGE SECRETARIATS / WARD SECRETARIATS

G.O.Rt.No.10 **Dated:20.06.2023**

Read:

From the Director, GV/WV & VS/WS, Vijayawada received through e-file bearing computer.No.21114690.

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ORDER:

The Government is implementing numerous Welfare Schemes and is committed to extend benefits to all the eligible citizens irrespective of Caste, Creed, Religion, Region and Political Affiliation in a transparent way. Further Government's intention is that no eligible citizen shall be left out without availing the Welfare Schemes & benefits.

2. The Director, GSWS Department in the reference read above has informed that the Government of Andhra Pradesh has undertaken numerous welfare programs covering nearly 90% of Households in the State. To further ensure that, no eligible citizen is left out, it has been felt that there is a need to identify and address all issues which citizens are facing with respect to any Certificates/ Documents related to any schemes or any other purpose and decided to resolve at the earliest thereby. Further he has stated that there is a need to undertake a public outreach program under the name of **'Jagananna Suraksha Programme '**and requested to issue guidelines for conducting Jagananna Suraksha Programme.

3. Government after careful examination of the proposal of the Director, GV/WV & VS/WS, Vijayawada, hereby issues the following guidelines for conducting **Jagananna Suraksha Programme** for Speedy Resolution of Certificates / documents related issues duly conducting camps at Grama / Ward Secretariats by the Mandal / ULB level officers to cover all citizens and households in the State within a period of 4-weeks:

I. Objectives of the Jagananna Suraksha Programme

1. The Teams shall cover all citizens and all households during the days of the camps conducted at Secretariat without leaving any household / citizen.
2. The teams shall interact with the citizens and identify issues related to certificates/documents/schemes eligibility household wise.

(Contd...2)

3. The team shall avail the opportunity to impress upon the citizens about the programs undertaken by the Government to create awareness among citizens regarding the citizen services/schemes available to them through Grama /Ward Sachivalayams.

4. By resolving these Certificates / Documents-related issues, the campaign aims to improve transparency, build trust, and provide timely assistance to citizens in dealing with Administrative matters and avail Welfare Schemes.

5. The teams shall focus primarily to resolve on the following Certificates / Documents and the below list is illustrative and not exhaustive.

    a. Integrated Certificate
    b. Income Certificate
    c. Birth Certificate
    d. Death Certificate
    e. Marriage Certificate
    f. Mutations for Transactions and Corrections
    g. Family Member Certificate
    h. Mobile number updation in Aadhaar Card
    i. Crop Cultivator Rights Card (CCRC)
    j. New/ Split of Rice Cards
    k. Splitting of household

II. Teams Constitution:

Required number of Teams shall be constituted for conduct of Jagananna Suraksha Program to visit all Secretariats within a period of 4 weeks and follow the following modalities while constituting teams.

In Rural Areas:

a. At Mandal level, two teams shall be constituted to conduct the program at Grama /Ward Secretariat Level.

b. In case of Mandals having more than 24 Grama Secretariats, an additional team can be constituted headed by any Mandal Level Officer.

c. The MPDO shall prepare the schedule accordingly and enter it online in the APSEVA portal.

Team 1	**Team 2**
MPDO	Tahsildar
Deputy Tahsildar	Extension Officer (PR & RD)
Concerned Officer from MRO/ MPDOs Office and other Mandal level Officers as required	Concerned Officer from MRO/ MPDOs Office and other Mandal level Officers as required

(Contd...3)

In Urban Areas:

a. In urban areas which have large number of Ward Secretariats, clusters may be formed with up to 5 Ward Secretariats.

b. Teams may be constituted headed by the following Officials and their staff:

   i. Municipal commissioners and Deputy Tahsildar with relevant staff (or)

   ii. Additional/Zonal commissioner and Tahsildar/Deputy Tahsildar with relevant staff (or)

   iii. Senior Officials from ULBs and Revenue Inspector (Revenue Department) with relevant staff.

c. A minimum of two teams shall be constituted and an additional team may also be constituted based on the number of clusters.

d. The program can be conducted at Urban Cluster Level by the concerned teams, duly completing the program within the specified timeframe of 4 weeks.

e. The Schedule shall be prepared accordingly by the Municipal Commissioner.

III. Stakeholders Roles & Responsibilities:

Following are the Roles & Responsibilities of the various Stakeholders for effective conducting of Jagananna Suraksha Programme:

Role	Pre-Camp	During Camp
Volunteer	I. Interact with the citizens and taking e-kyc of atleast one member available from each household. II. Conduct survey and the details in the Volunteer APP III. Collection and submission of documents in Secretariat – Coordinate to generate Service Request and make it available to the beneficiary. IV. Create awareness among the citizens before &on the date of the camp.	Accompany the citizen on the day of the camp
Secretariat Official	i. Participate in interaction with the citizens. ii. Ensure that Service Requests are generated for all the issues raised during the door-to-door visit. iii. Ensure that all the necessary enquiries are conducted and complete for issue / process of Certificates / Documents by the day of the camp.	Ensure that stationery is adequately placed for the issuance of Certificates / Documents to the beneficiaries. Ensure facilities are maintained at the venue for registration of service requests.

(Contd...4)

Mandal staff (MPDO, Tahsildar, EO PR & RD, Deputy Tahsildar and other Mandal Level Officers) **Urban Staff** (Municipal Commissioner, Additional Commissioner, Zonal Commissioner other ULB Officers)	i. Conduct training and capacity building for all the Secretariat staff and Volunteers. ii. Prepare schedule for visiting of Secretariats and enter it online. iii. Monitor the receipt of Applications/ Requests prior to the camp itself and ensure that they are ready for disposal whichever is possible by the day of camp. iv. Periodically ensure that sufficient awareness is created among the public about the programme and camps	Issue Certificates / Documents and resolve issues as far as possible on the day of camp itself. Wherever, could not be resolved, a specific date may be indicated to the applicants by which date the issue would be Resolved/ Addressed.
Special Officer for Assembly Constituency	The District Collectors shall appoint Assembly Constituency wise Special Officers for implementation of this programme. He / She shall Participate in the pre-camp trainings, awareness sessions camps etc.	Visit the camps randomly and give feedback regularly to the District Collectors.
District Collector	Ensure that the above-mentioned pre-camp activities are followed and adhered to the schedule Periodically review the progress of different activities and implement the program effectively.	Visit the camps randomly and ensure that the objectives of the scheme are met with. Regularly review the clearance of grievances / issue of Certificates / Documents / Resolve the issues.

IV. Planning and scheduling the meetings

a. The entire Jagananna Suraksha Programme campaign shall be completed in 4 weeks.

b. Secretariat wise scheduling of the camps shall be done and enter the same in the portal provided by the GSWS Department.

c. Camps shall be planned by each team by alternate day wise only and ensure that the regular work shall not be hampered in any manner.

d. On the day of the camp, each team shall visit the concerned Secretariat / Urban Cluster as per schedule.

(Contd...5)

e. In Rural Areas, the venue for the camp shall be the Grama Secretariat Office. In case there is no permanent Secretariat building, the meeting shall be conducted in any of the available Government building or premises in that Secretariat Jurisdiction.

f. In Urban areas, the venue shall be the Ward Secretariat Office/ Government building/any other available place in that Urban Cluster Jurisdiction.

V. Exemption of User Charges

The Government has decided to exempt the user charges for the following services (Not limited to these) during the camp period only after raising their tokenin the Registration Portal.

S No.	Service
1	Integrated Certificate (Caste and Residence Certificate)
2	Income Certificate
3	Birth Certificate
4	Death Certificate
5	Mutation for Transactions
	Mutation for Corrections
6	Marriage Certificate (less than 90 days for Urban & 60 days for Rural) - AP compulsory marriage Act
7	Family Member Certificate
8	Mobile update in Aadhaar Card
9	CCRC
10	New / Split of Rice Cards
11.	Split of Household

All the other services can also be availed during the program duly paying the existing statutory charges.

VI. Organization of Camps:

Pre-Campaign Preparation:

a. Camp schedule date and venue details shall be arrived at Secretariat wise.

b. Training & Capacity Building shall be conducted for the Volunteers, Secretariat staff and other team members involved in the camp before starting of the campaign.

c. Training shall ensure that:

i. Citizen friendly and approachable demeanour is adopted by all the staff.

ii. No citizen/household is left behind.

(Contd...6)

iii. The objectives of the program are made aware to all the stakeholders – This in turn should motivate them to work proactively towards the needs of the citizens.

d. **Awareness**:

i. Create awareness about the objectives of the camp, interact with the and identify issues pertaining to documents, certificates, Welfare Schemes eligibility etc.

ii. Conduct awareness drives to inform citizens about the campaign, its objectives, and the importance of resolving Certificates / Document-related issues through Volunteers.

iii. Utilize various communication channels including Electronic, Print &Social Media to reach a wide audience.

iv. Utilize any other suitable localized propagation mechanism (auto/rickshaw / beat of tom tom) etc.,

e. Ensure that all the hardware equipment necessary on the day of the camp is arranged accordingly if the camp is being conducted outside the Secretariat.

f. The Team shall spend one full day in each Secretariat / Urban Cluster during the Camp period.

VII. Stakeholder Coordination:

a. The Collector shall review with the MPDOs/ Municipal Commissioners about the Trainings, Capacity Building, Scheduling and arrangements for conducting of camps.

b. Coordinate with relevant stakeholders from other Departments pertaining to specific document issues.

c. Collectors shall appoint Mandal Level Special Officers for smooth conducting of the Jagananna Suraksha Program camps at Grama Secretariats / Urban Clusters

VIII. Conduct of Camps:

a. Camp shall be conducted in each Grama Secretariat/ Urban Cluster as per the designated schedule.

b. Prior to camp launch, the Volunteers and secretariat staff shall visit each household from 24th June. They shall interact with the citizens and create awareness to household about the camps.

c. Secretariat wise camps shall start from 1st July.

d. Citizens shall be guided through the document submission process.

(Contd...7)

e. Citizens who have already raised a Service Request through Jagananna Suraksha Program shall be issued his/her Certificate /Document on the day of camp wherever feasible.

f. Additionally, citizens can also raise Service Requests on the day of the camp also.

g. The volunteers and secretariat staff during the awareness drive and interaction with citizens shall also perform the following tasks:

   i. In case a grievance raised in Jagananna Ku Chebudham has been redressed – the concerned secretariat staff shall visit the house and explain the way the grievance was redressed, and the effort made for the same. If the citizen has any doubts regarding the grievance redressal, the same shall be patiently explained to the citizen.

   ii. In case a house has been sanctioned to the beneficiary under 'Navaratnalu Pedalandarikillu' but not grounded – the secretariat staff shall motivate the beneficiaries for construction of houses.

h. The process flow for token registration, document verification and service request registration on the day of the camp is as follows:

   i. **Registration desk (VRO/WRS/PS/WAS)**

      1. For any of the requests / certificates, citizen can register their request if they have not availed the registration facility earlier during the visit of Volunteers at their residence.

      2. The VRO / WRS / PS/WAS will collect the mandatory documents for the requested Certificate / Document from the citizen.

      3. Only if all mandatory documents are present, Service Request will be registered and forwarded to the next level for documents verification.

   ii. **Verification Desk Shall be arranged and look after by MPDO/ MRO/MC/any other Team Head.**

      1. Officials will verify the documents as per the requests registered.

      2. If all the documents are valid, the application will be forwarded to DA/WEDPS to raise service request.

      3. In case of any invalid documents the MRO/MC/MPDO/ Team Head shall guide the citizen about the process to obtain the Certificate / Document.

   iii. **Service Request Desk**

      Other Desk for registration of Service Request shall be arranged and handled by the DA/WEDPS or any other Secretariat Staff (if DA/WEDPS is on leave/ vacant).They shall raise the Service Request based on the recommendations of the MPDO / MC/MRO / Team Head in APSEVA portal accordingly.

(Contd...8)

i. Ensure proper shelter, seating arrangements and drinking water and efficient management of queues and waiting areas to minimize waiting times.

j. Maintain a dedicated NBM schemes related helpdesk to address queries and provide clarifications to citizens.

4. All the District Collectors shall make necessary arrangements and to conduct the program in a grand scale & ensure to complete within a period of four (4) weeks duly conducting Trainings & Capacity Building to the team members and create required awareness among the public so as to realize the aim of the Government to provide / extend benefits of the Welfare Schemes & Services to all eligible citizens.

5. The Director, GV/WV & VS/WS, Vijayawada shall develop a Module in AP SEVA portal for scheduling, Volunteers survey in Volunteers App, registration of Service Requests by generating token upload Timelines and required guidelines for conduct of Jagananna Suraksha Programme most effectively.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

AJAY JAIN
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

To
All the District Collectors in the State.
The Director, GV/WV & VS/WS, Vijayawada.
Copy to:
All the Special Chief Secretaries/ Principal Secretaries / Secretaries of the Line Departments.
All the HoDs of the Line Departments in the State.
The Special Chief Secretary to the Hon'ble Chief Minster
The Additional Secretary (BG) to the Hon'ble Chief Minster
The OSD to Hon'ble Dy. Chief Minister (PR&RD).
The OSD to Hon'ble Minister for MA & UD.
SF/SC

// FORWARDED: BY ORDER //

S. MaryRatnamani
SECTION OFFICER.